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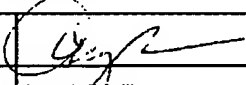
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TRANSMITTAL FORM (to be used for all correspondence after initial filing)	Application Number	10/015,380
	Filing Date	12/12/2001
	First Named Inventor	Brown et al.
	Art Unit	2645
	Examiner Name	Allen Hoosain
Total Number of Pages in This Submission	Attorney Docket Number	AUS920010824US1

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Reply to Missing Parts/Incomplete Application <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation <input type="checkbox"/> Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD	<input type="checkbox"/> After Allowance Communication to TC <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input checked="" type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Other Enclosure(s) (please identify below):
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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT		
Firm Name	Amy J. Pattillo	
Signature		
Printed name	Amy J. Pattillo	
Date	11/14/05	Reg. No. 46,983

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FAX # 512-306-0417

DATE: 11/14/05

Number of Pages to Follow (including cover sheet) 4

SEND TO: United States Patent Office

Examiner: Allan Hoosain

Group Art Unit: 2645

Tel No: 571-272-7543

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FROM: Amy J. Pattillo

Tel No: 512-402-9820

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Docket No. AUS92001824US1 Serial No. 10/015,380 Atty: AJPApplicant: BROWN ET AL

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<input type="checkbox"/> Amendment	<input checked="" type="checkbox"/> Notice of Appeal
<input type="checkbox"/> Amendment AF	<input type="checkbox"/> Appeal Brief (3 copies)
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Fees: Amendment _____ Notice of Appeal 500.00 Appeal Brief _____ Other _____

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11/14/2005 4:43 PM FROM: 5123060417 TO: 15712738300 PAGE: 004 OF 004

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Brown et al. Serial No.: 10/015,380 Confirmation Number: 2840 Filed: 12/12/2001 Title: Managing Caller Profiles Across Multiple Hold Queues According to Authenticated Caller Identifiers Atty Docket: AUS920010824US1	: Before the Examiner: : Allan Hoosain : Group Art Unit: 2645 : IBM Corporation (c/o Amy J. Pattillo) : P.O. Box 161327 : Austin, Texas 78716 : 512-402-9820 <i>vox</i> : 512-306-0417 <i>fax</i>
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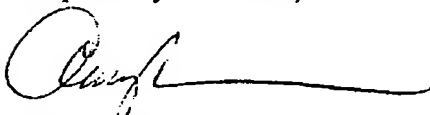
NOTICE OF APPEAL from the Examiner to the Board of Patent Appeals and Interferences

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Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450
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Dear Sir:

Under 37 CFR 41.31, Applicants hereby appeal to the Examiner to the Board of Patent Appeals and Interferences from the last decision of the Examiner. Specifically, the Examiner's Office Action, dated August 12, 2005, finally rejects claims 1-7, 10-12, and 17-20. Applicants appeal the rejection of claims 1-7, 10-12, and 17-20.

Respectfully submitted,



Amy J. Pattillo
Attorney for Applicants
Reg. No 46,983
512-402-9820 (phone)
512-306-0417 (fax)

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Brown et al. Serial No.: 10/015,380 Confirmation Number: 2840 Filed: 12/12/2001 Title: Managing Caller Profiles Across Multiple Hold Queues According to Authenticated Caller Identifiers Atty Docket: AUS920010824US1	: Before the Examiner: : Allan Hoosain : Group Art Unit: 2645 : IBM Corporation (c/o Amy J. Pattillo) : P.O. Box 161327 : Austin, Texas 78716 : 512-402-9820 vox : 512-306-0417 fax
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Amy Pattillo

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Applicant hereby appeals from the Examiner to the Board of Patent Appeals and Interferences from the last decision of the Examiner.

Please charge the fee of \$500.00 for submission of this Notice of Appeal to IBM Corporation Deposit Account No. 09-0447.

The commissioner is hereby authorized to charge any additional fee which may be required or credit any overpayment to IBM Corporation Deposit Account No. 09-0447. A duplicate copy of this document is enclosed.

Respectfully submitted,

 on 11/14/05

Amy J. Pattillo
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AUS920010824US1

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10/015,380